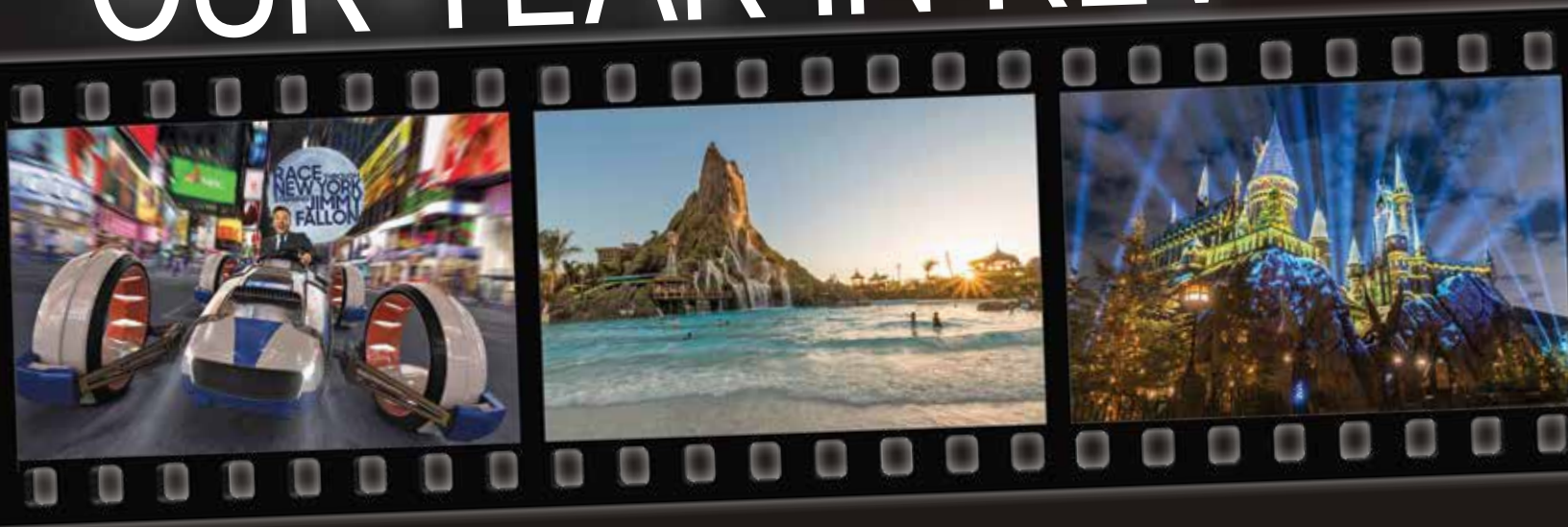
# uonews

December 25, 2017 - January 7, 2018

# OUR YEAR IN REVIEW




PRODUCED BY TEAM MEMBER COMMUNICATIONS
UNIVERSAL STUDIOS FLORIDA™ • UNIVERSAL'S ISLANDS OF ADVENTURE™ • UNIVERSAL'S VOLCANO BAY™ • UNIVERSAL CITYWALK™

# 2017

This year, not only did we welcome Race Through New York Starring Jimmy Fallon™, we also opened our third park, Universal's Volcano Bay! Our Universal Orlando family keeps growing and growing and getting better and better. Let's take a moment to reflect on the incredible accomplishments of this year, which couldn't be possible without YOU:

## Highlights

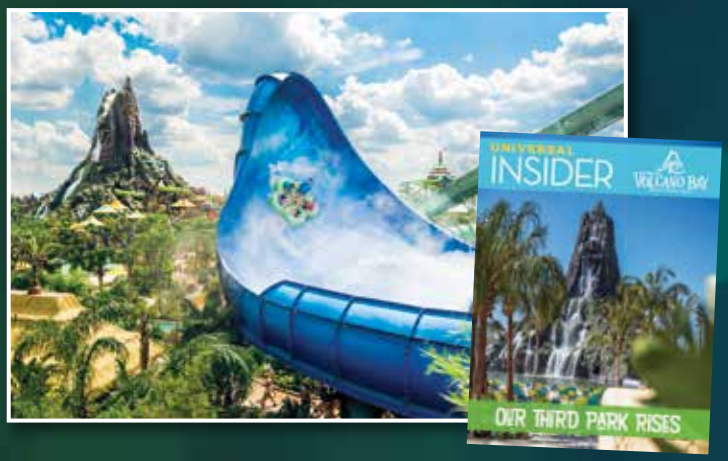
Earlier this year, **Comcast NBCUniversal took full ownership of Universal Studios Japan,** welcoming them to the Universal Parks & Resorts™ family. This continues to demonstrate the support and excitement Comcast NBCUniversal has for our business.

**UniversalOrlando.com got a makeover** with redesigned features made to give our guests their best vacation yet!

**On April 6, guests joined "Tonight Show" host Jimmy Fallon to celebrate** the grand opening of Universal Orlando Resort's newest ride, Race Through New York Starring Jimmy Fallon. Jimmy Fallon kicked off the celebration with a New York-style ticker tape parade in Universal Studios Florida that featured tons of confetti, a custom float and beloved Universal Orlando characters.

**On May 25, Universal's Volcano Bay opened,** spanning 25 fully immersive acres and featuring something for everyone – it's unlike any other water theme park in the world. Volcano Bay's innovative technology and immersive environment filled with unbelievable detail has been incredibly popular with our guests. From 18 stunning attractions, to the benefits of the TapuTapu™ wearable, to unique dining inspired by the flavors of the South Pacific, Volcano Bay has truly reinvented the water park experience.

**We invited guests to #HolidayLikeThis with our destination-wide Holidays celebration.** With Christmas in The Wizarding World of Harry Potter™ and an all-new Universal's Holiday Parade featuring Macy's, the return of Grinchmas™, Mannheim Steamroller, and more – there was holiday cheer and a little mischief here and there.




# OUR YEAR IN REVIEW

# Simply the Best Events

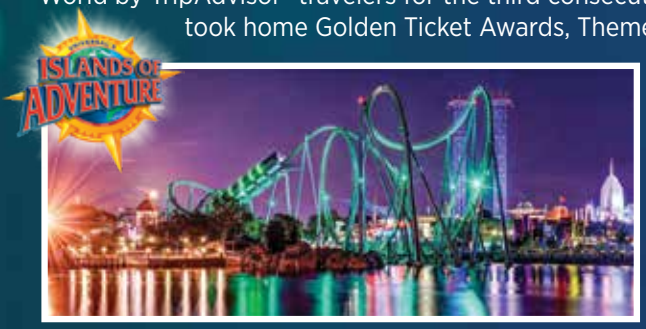
Our signature events keep getting bigger and better! **A Celebration of Harry Potter™** kicked off the year with the largest Harry Potter™ Expo in event history, featuring more partners and immersive exhibits than ever before and so much more. **Mardi Gras** featured 50 nightly parades and 12 amazing concerts this year with some of the biggest names in music. **Grad Bash** and **Gradventure** returned to offer high school and middle school students a once-in-a-lifetime experience. Even though Hurricane Irma interrupted plans for **Rock the Universe™** this year, teams rapidly responded to ensure part of the event could still safely take place. Immediately following hurricane recovery efforts, teams came together to get ready to open **Halloween Horror Nights™** – which delivered our best guest service ratings in Halloween Horror Nights history! Finally, with our destination-wide Holidays celebration with all-new experiences, guests made memories to last a lifetime – a great way to end the year!

# Action!

2017 was a busy year for the **Universal Studios Florida Production Group** providing production management for over 360 shoots for Social Media, Advertising, Marketing, Public Relations and commercial, TV, feature, and music video clients. Some of their larger productions included ***The Tonight Show Starring Jimmy Fallon*** on Soundstage 19, Mercury Insurance on the NY Backlot for their national TV ad campaign, and the return of IMPACT Wrestling with live audience tapings.

# Above the Rest

**Universal Orlando Resort** was once again recognized with some of the most prestigious honors in the industry this year. **Universal's Islands of Adventure was ranked #1** Amusement Park in the World by TripAdvisor® travelers for the third consecutive year, and Universal Orlando experiences took home Golden Ticket Awards, Theme Park Insider Awards, and made the top of local "best of" lists. Beyond recognition for the experiences we offer our guests, the Able Trust named **Universal Orlando Resort a "2017 Employer of the Year"** for having an exceptional record of disability-friendly practices. In addition, teams and individuals across the company were recognized with industry awards and accolades for their outstanding work.



# New Spaces, New Places

Exchange Drive Team Members welcomed the opening of the Exchange Cafe.

**We opened an all-new offsite warehouse at Beacon Lake**, built for the Entertainment Warehouse and Costume Fabrication teams.

**Fresh Eats debuted at the CityWalk Hub** with a delicious assortment of sandwiches and pastries, as well as a selection of Starbucks® beverages.

The toll plaza now features an **exclusive entrance to Volcano Bay.**

**Honk Honkers,** featuring custom cotton candy creations, **opened in Seuss Landing™.**

Our parade floats now have an **all-new storage building**

# Top Talent

The Universal Orlando Resort **Facebook Careers Page** debuted, as well as a **refreshed LinkedIn** page.

**The Developing Leadership Talent program** that prepares Leads and Team Captains for potential leadership opportunities, **graduated four classes this year** from divisions across the company.

**stretch**, an 8-month cohort development experience for high potential managers, **graduated its second class and has started its third round.**

**The Online Application System** transitioned to a new platform with enhanced functionality for both internal and external candidates.

# One Destination

**Team Members from every area - our parks, CityWalk, backstage support areas, and on-site hotels – came together as one destination during Spirit Week.** New resort-wide name tags were introduced, special executive messages were shared and Team Members attended Spirit Fest, a 2-day expo that demonstrated UO spirit and highlighted the role we each play in bringing our brand to life.

# The Universal Way

The Universal Way Service Challenge – Summer Showdown returned to see which areas to see which areas could sustain or improve GSERVE scores, deliver the most positive vs. negative guest interactions, and score "MVP" awards based on GSAT comments. Plus, individual Team Members were rewarded with "Going Out of Your Way" cards that led to big prizes. **The winning teams, The Wizarding World of Hary Potter™ Diagon Alley™, IOAsis, and Volcano Bay: River Village & Premium Services, were treated to an epic party at Volcano Bay!**

# For Your Benefit

This year, we continued to enhance the world-class benefits we offer our Team Members. **In April, an all-new Parental Leave policy was introduced** that offers eligible full-time Team Members paid and unpaid time off for primary and non-primary caregivers. Recently, we announced that **eligible Team Members will now receive 4 weeks of vacation after completing 10 years of continuous service** (previously given at 15 years of service).

In addition, the unused vacation policy was updated for non-exempt/ hourly Team Members with **unused time over 40 hours to be paid out. We also enhanced our military leave policy** in support of our Team Members who take off and courageously serve our country on deployments or leaves with their Reserve Units. If that weren't enough, the **Employee Assistance Program expanded to include all Team Member dependents this year and free on-property tax preparation was again offered** as a convenience for our Team Members.

**The Benefits department saw more Team Members than ever** at the annual Health Fair and connected Team Members with valuable resources at Financial Fitness Day, 401(k) day, and a Healthy Aging Expo!

**TeamCare continued to see more Team Members than ever and welcomed a new ARNP, Lauren Machamer and a second physician, Dr. Gurpawan Dhaliwal, MD.** The *Get Healthy!* Team Member Wellness Program continues to encourage Team Memers to *Get Healthy!* This year, Team Members participated in Healthy Week, health screenings, one-on-one health coaching, the Maintain, Don't Gain Challenge, educational events, and picked up their Passport to Health to help guide them reach their health goals.

# Perks & Play

The perks for being a UO Team Member kept expanding this year. **The Team Member Comp Pass program was enhanced** to offer 3-park access and eligible Team Members now receive "limited blockout" passes.

**UOTMS celebrated our Team Members with events all year long,** including exclusive Team Member movie screenings, fun activities, A Cinematic Summer, Your Season, Sports Leagues, and more. Plus, the Party Patrol crew kept popping up all over the resort with fun giveaways and treats!

# OUR YEAR IN REVIEW

# A Universe of Caring

ANNUAL WORKPLACE GIVING CAMPAIGN
COMMUNITY OUTREACH
UNIVERSAL ORLANDO RESORT

During the 2017 Community Outreach Workplace Giving Campaign, **more than $1.3 million was pledged to the Universal Orlando Foundation** to support local non-profit organizations.

Club 52
UNIVERSAL Orlando VOLUNTEERS

Team Members volunteered their time to impact countless local organizations and worked on projects like a new playground to support Canine Companions for Independence, Comcast Cares Day, and so many more. **Well over 200 Team Members were honored as Club 52 members,** having volunteered 52+ hours in 2016 and **Melissa Lanzo was named President's Volunteer of the Year.**

Comcast Cares

# Diversity & Inclusion

**Diversity & Inclusion continued to focus on personal growth and learning opportunities** to better understand those we work with and support the business with multicultural projects. With Lunch & Learn programs, focus groups, Diversity of Thought series, and internal and external events, Team Members were invited connect with our Team Member Resource Groups. **We continued to be recognized for being an inclusive employer of choice** with our Diversity & Inclusion programs, raising our level of cultural competence across Our Diverse Universe!

In June, we took pause to **honor the memory of the victims of the Pulse tragedy.** From a moving "Love is Universal" event to special remembrance, Team Members shared their hearts and universal united spirit, to show love really is Universal.

**The Veterans Network marched in our 11th annual Veterans Day Parade!** We welcomed the **Singing Sergeants**, official choral group of the U.S. Air Force, for a special performance at CityWalk.

**The African American Network celebrated Dr. King's legacy** of peace and unity by marching in the 33rd Annual Martin Luther King, Jr. Day parade.

Team Members showed their **support for LGBTQ youth during Spirit Day.**

# In Memoriam

Universal Orlando saw the passing of some beloved Team Members in 2017, each of whom made an impact on our resort, on our guests, and on the Team Members they worked with every day. We offer our condolences to family and loved ones, and will cherish the unforgettable memories we made together.

**Tarek Aly**
Food & Beverage

**Eric Ankudavicius**
Technical Services

**Annie Banks**
Park Services

**Amelia Biczek**
Human Resources

**Angel Chamorro-Rivera**
Park Services

**Roberto Correa**
Attractions Operations

**Evelyn Cruz**
Food & Beverage

**James Daley**
Food & Beverage

**Katheryn Griffiths**
Universal Creative

**Jane Haney**
Food & Beverage

**Phillip Hare**
Merchandise

**Ivan Hernandez**
Technical Services

**Deborah Miller**
Health Services

**Susan Moore**
Entertainment

**Levi Pankhurst**
Entertainment

**Stanley Previlon**
Food & Beverage

**Daniel Rubio**
Event Operations

**Carlos Sanchez-Santiago**
Attractions Operations

**Adam Scott**
Marketing & Sales

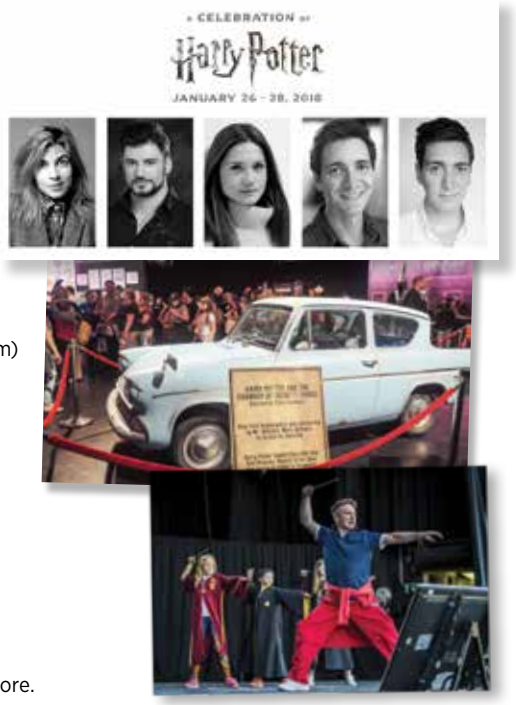
**Francina Stover**
Merchandise

**Lee Vargo**
Technical Services

**Barry Veillette**
Technical Services

# In the Spotlight

## A Celebration of Harry Potter™ Returns January 26-28




From January 26 - 28, 2018, guests will enjoy an unforgettable 3-day event that takes place in both Universal Studios Florida and Universal's Islands of Adventure. A Celebration of Harry Potter™ includes film talent Q&A sessions, special panels, demonstrations, and new surprises. Below is what has been announced for the event so far:

**TALENT**

- **Natalia Tena** (Nymphadora Tonks™) • **Stanislav Yanevski** (Viktor Krum)
- **Bonnie Wright** (Ginny Weasley™) • **Oliver Phelps** (George Weasley)
- **James Phelps** (Fred Weasley)

**PANELS & DEMONSTRATIONS**

- Learn Wand Combat Skills With Paul Harris (Kids & Adults)
- Dance Like A Beauxbatons and Battle Like A Durmstrang

**ACTIVITIES**

- Harry Potter™ Knowledge Challenge
- Harry Potter™ Chalk Art Walk
- Film Screenings

**HARRY POTTER™ EXPO**

- Guests will make their way through interactive displays in this unique collection of Harry Potter™ themed props, movie sets, artwork, and more.

For the full event experience, guests will need either a Park-to-Park Ticket, a Seasonal or Annual Pass, or A Celebration of Harry Potter™ Vacation Package. Select events will only be available with a special Vacation Package.

***Note:*** *Select event activities are on a first come, first served basis. Event occurs rain or shine. No rain checks, returns, or refunds. Dates and entertainment subject to change without notice.*

## Submit Your Nomination for the President's Volunteer of the Year

There's still time to nominate a Team Member for the 2017 President's Volunteer of the Year! Please take a moment to nominate a fellow Team Member who you feel serves as an exemplary example of volunteering in our community. The President's Volunteer of the Year will have the opportunity to designate $2,500 to the charity of his or her choice!

The nomination form is available on **UOTeam.com/ourcommunity**. Nominees must currently be a Universal Orlando Team Member and *nomination forms must be received by Bill Davis no later than Wednesday, January 31.* Please forward your completed nomination forms to his attention in B-110. Please join Bill in helping recognize one of our incredible Team Members by nominating the person you feel most deserves to win the Universal Orlando President's Volunteer of the Year Award today!

## New Vacation Policy Enhancement Begins January 1

"As Universal Orlando Resort continues to grow, we continue to evaluate the benefits we offer our Team Members to ensure we remain the 'employer of choice' and a place where you choose to grow your career. The milestones you reach with us are something to celebrate and we couldn't be more proud to have so many Team Members that have devoted their careers to Universal Orlando. We are pleased to announce an enhancement to our vacation policy for full-time (Regular) Team Members reaching their 10-year service anniversary. Starting January 1, 2018 Team Members with 10 years of service can earn up to 160 vacation hours which previously began with 15 years of service.

This new enhancement, combined with the work environment we strive to offer, demonstrates our appreciation for everything you do to make Universal Orlando Resort a world-class resort. It's an exciting time to be a Team Member here and we hope you're here to stay to be a part of the great things we will accomplish together in the future."

– **Scot LaFerté**, Senior Vice President, Human Resources

This change will be effective for anniversaries that occur on or after January 1, 2018 and revises our maximum hours awarded to the following, based on years of service:

| | |
|---|---|
| 1 – 4 years ..... 80 hours* | 5 – 9 years ..... 120 hours |
| 10 – 19 years .....160 hours | 20+ years ..... 200 hours |

**Newly hired exempts receive 80 hours of vacation in their first anniversary year.*

## IN THE KNOW

### Snapchat World Lens Brings Minions to Life at Universal Orlando Resort

Watch Minions come to life right before your eyes in an augmented reality experience through Snapchat using World Lens - only at Universal Orlando Resort!

**How it Works**

- **Lauch Snapchat on a smart phone** from anywhere at Universal Orlando Resort - the feature is accessible at Universal Studios Florida, Islands of Adventure, Volcano Bay, and any of our on-site hotels (note: the experience is not available within The Wizarding World of Harry Potter™).
- **Tap the rear-facing camera screen.**
- **Select the Minions from the Lens carousel at the bottom of the screen** and watch a pair of mischievous Minions come to life!

The fun, animated experience can be recorded through Snapchat and shared or posted. Check it out today!

## FINAL DAYS: Bring Wardrobe in by Dec 31!

The Wardrobe Accountability Program is designed to encourage Team Members to return any outstanding (delinquent) wardrobe items and keep their wardrobe accounts in good standing. The deadline to return any outstanding items without any disciplinary action is Sunday, December 31 of this year.

Additional information is available at the Wardrobe checkout counters. If you have any questions about this process, please speak with your leader or visit the Wardrobe Guest Service desk in B-3. Thank you for helping ensure you and your fellow Team Members are looking the part!

# Excellence in LEADERSHIP

## UNIVERSAL ORLANDO

The prestigious Excellence in Leadership Award recognizes salaried Team Members below the Director level who show outstanding leadership skills critical to the success and development of Team Members and the business of Universal Orlando Resort. These Team Members were selected by their division's leaders based on these skills and how well they live the UO Values and role-model our world-class service behaviors.

**Waleska Castillo**
Merchandise

**Chris Cory**
Entrance Operations

**Jacqueline Dunbar**
Marketing & Sales

**Katie Ferris**
Food & Beverage

**Sayenne Flanegin**
Marketing & Sales

**Dana Guida**
Parking & Transportation

**Tony Gray**
Technical Services

**Mischa Harte**
Finance

**Shannon Heit-Ruddy**
Operations

**Chris Kapalla**
Technical Services

**Samantha Kennedy**
Food & Beverage

**Donald Lenz**
Attractions Operations

**Andrew McGee**
Parks Technology

**Melinda Miller**
Merchandise

**Lyle Moon**
Entertainment

**Patrick Norris**
Human Resources

**Sara Pepper**
Entertainment

**Samantha Sewell**
Park Services

**Courtney Walter**
Human Resources

**Jackie Warner**
Technnical Services

### KNOW SOMEONE WHO DESERVES TO BE NOMINATED FOR THE EXCELLENCE IN LEADERSHIP AWARD?

To nominate a candidate, pick up a nomination form from Team Member Services or from your Human Resources Manager. Be sure to return your completed nomination form to your Human Resources Manager by February 26, 2018 to have your candidate considered for next quarter's awards.

Download an Excellence in Leadership nomination form on myUO - visit "Recognition" in the "Our Culture" section of the Team Member Center

# BRAVO
## AWARD WINNERS

BRAVO recognizes and rewards overall excellence in job performance and is celebrated on a monthly basis for outstanding hourly or non-exempt Team Members. BRAVO Award Winners receive a $100 award check, a preferred parking spot for the month, and a UO Gift Card! Further information regarding this program is available through your HR Manager or department leader. Congratulations to this month's winners!

**Mark Dixon**
Marketing & Sales
UOR

**Miriam Heredia-Miller**
Park Services
UOR

**Andrew Slebodnik**
Security
UVB

**Brandon Daniel**
Event Operations
UOR

**Renee Eggart**
Entrance Operations
USF

**Kaitlyn Roberts**
Attractions Operations
USF

**Jeffrey Menefee**
Attractions Operations
IOA

**Karelin Barreto Utrera**
Health Services
UOR

**Patricia Garden**
Entertainment
USF

**Tyler Whipple**
Entertainment
USF

**Aaron Danyus**
Entertainment
USF

**Clarence Knight**
Park Services
UVB

**Patrick Reagan**
Administration
UVB

**Cinthia Esquivel**
Food & Beverage
CW

**Kerry Flynn**
Guest Services
CW

**Frederick Fox**
Technical Services
UOR

**Robert Benoit**
Technical Services
UOR

**Christina Haimes**
Marketing & Sales
UOR

**Joshua Cora**
Food & Beverage
USF

**Veronica Dulaire**
Food & Beverage
IOA

**Natalie Stevens**
Administration
UOR

**Neil Halista**
Food & Beverage
IOA

**Angel Vega-Soto**
Merchandise
USF

**Brenda Giles**
Merchandise
UOR

**Mercedes Collazo**
Merchandise
IOA

## DECEMBER 2017

# Around Our Universe

## BEST CONNECTION

### Encourage Guests to Download the Official Universal Orlando App

Universal Orlando's mobile application has the ability to enhance park experiences for our guests by providing in-app ticket purchasing and redemption, immediate attraction wait times, interactive park maps, push notifications, customizable favorite lists, and more – all with the swipe of a finger – **and it's FREE!**

In addition, The Official Universal Orlando Resort App boasts several unique features, including:

- The ability to purchase theme park tickets within the app that scan at the turnstiles
- Filters to explore the resort by park, activity, or amenity
- Live wait times for rides and attractions, along with schedules for show performances
- Virtual Line™ reservation functionality for Race Through New York Starring Jimmy Fallon™
- GPS-enabled interactive wayfinding function to visually guide guests step-by-step to their desired attraction
- Alerts when ride wait times reach five minutes, and reminders before show start times
- Notifications on park events, attractions, and schedule changes

Wait times and navigation tools are only available to guests while on property. **To download The Official Universal Orlando Resort App, visit the Apple or Google Play app stores on your mobile device.**

## Mark Your Calendar: Biometric Screenings in January!

Biometric screenings are coming soon! This is a great opportunity to gain insight into your health, identify your risk, and learn about on-site health coaching and other appropriate health and wellness programs available. The screening includes weight, body mass index (BMI), blood pressure, cholesterol, blood glucose, and triglycerides*. This screening is FREE to all UO Team Members.

**Thursday, January 18**
**7:00am - 5:00pm**
Exchange Drive

**Tuesday, January 23 – Friday, January 26**
**7:00am - 4:00pm**
Wardrobe Hallway

Appointments are required for this event. Please visit: http://centracarecorporate.org/onsite/universal/ to reserve your time!

*Fasting for 12 hours prior to the screening is recommended but not required

## Didn't Get Your Flu Shot?

According to the CDC, flu activity peaks between December and March generally and can last as late as May. Don't worry; flu shots are still available at TeamCare and they are FREE for UO Team Members through the end of January! Third party team members can present their insurance information and pay the applicable co-pay, or pay $26 without insurance. Dependent spouses and children age 12 and over who are covered by a UO medical plan are also eligible to receive a free flu shot.

Please schedule an appointment for your flu shot by contacting **TeamCare at 407-224-CARE (2273)**.

## Participate in the 34th Annual Dr. Martin Luther King Jr. Parade

Diversity & Inclusion's African American Network is proud to celebrate Dr. King's legacy of peace and unity and invite you once more to join in this annual festive event! Team Members, family, and friends are all welcome to walk in this year's parade with some of our beloved characters. Throughout the year, Diversity & Inclusion partners with Community Relations to ensure our brand is present as an inclusive employer of choice at a variety of multicultural events that touch the communities where we work, live & play.

The theme for the 2018 parade celebration is:
*"Remember, Celebrate, Act!*
*Dr. King - His Voice, His Teaching, and His Love for Humanity."*

**34th Annual Dr. Martin Luther King Jr. Parade**
**Saturday, January 13 / 10:00am**
Orange Avenue (Downtown Orlando)

Register to Participate Today! Visit UOTeam.com/ourdiverseuniverse and select 'Event Sign Up.'
Registered attendees will receive additional confirmation details via email closer to the event.

## Stay In The Know on Volcano Bay's Operational Status

The winter season is upon us, and while Volcano Bay is a year-round water theme park, cold weather can result in the need for an adjusted operating schedule to ensure the comfort of our guests. For the most up-to-date information regarding the operational status of Volcano Bay, there are two hotlines available:

- Guests can check for updates on when Volcano Bay will open by calling 407-817-8317 or staying tuned to Universal Orlando's social channels.
- Team Members can call the Volcano Bay Closure Hotline for Team Members at 407-817-1222 to check on the park's operational status for the next day. The Closure Hotline will be updated by 6:00pm daily. Team Members who work at Volcano Bay will be notified by their home department regarding report times when the park is due to open.

Additionally, Team Members can access **uKNOW** from any on-site computer for Volcano Bay operational updates, as well as "Cold Weather" Talking Points to more accurately answer guest questions.

# Perks & Play

## Don't Miss 'Your Season' of Perks

As a reminder, 'Your Season' continues with exclusive Team Member offers - don't miss out on all of the fun:

### Two 1-Day/3-Park Park-to-Park Tickets Added to Your Comp Pass Bank

Share the fun of the holiday with family and friends! UO Team Members who are active on December 1 or hired between December 1 and 18 will receive two 3-Park 1-Day Park-to-Park tickets via the Team Member Comp Pass System. These tickets valid for admission to Universal Studios Florida, Universal's Islands of Adventure, and Universal's Volcano Bay, from Saturday, November 18, 2017 through Wednesday, January 31, 2018 except during our peak week (12/21/17 – 1/3/18).

### Your Season Holiday Booklets - *Were Mailed to Your Home!*

Your Season Holiday Booklets, with special offers have been mailed to all UO-paid Team Members hired by November 12. Active Team Members hired between November 13 and January 31 will be given their booklets in Orientation.

### FINAL DAYS: Team Member Exclusive Merchandise Discounts

#### Take Advantage of 80% Off at U-Shop

Get significant savings on previously marked down apparel, toys, and souvenirs at the U-Shop in Wardrobe this year. **Running through December 30**, all items are discounted at 80% off!

#### 50% Off Merchandise Park-Wide*

All UO Team Members receive 50% off purchases at UO-owned and operated stores from **now through Sunday, December 31, 2017** by presenting your valid UO ID. Standard discount restrictions apply on all collectibles, sundries, media, and film.

*Valid at all UO owned and operated locations *with the exception of the Toothsome Chocolate Emporium & Savory Feast Kitchen™.*

## Special Team Member Offers at Upcoming Sports Events

### Magic vs. Bucks

Discounted seating for the Orlando Magic vs. Milwaukee Bucks game. Purchase your seats at **https://groupmatics.events/event/universal.**

**Sat Feb 10 / 7:00pm / Amway Arena**

**$14 - Upper Level** (1 guest welcome) **$42 - Lower Level** (1 guest welcome, limited seating)

**Note:** *Tickets are available for purchase at the discounted rate through Thursday, January 18*

### Florida Cup 2018

Universal Orlando Team Members receive an exclusive offer of ***70% off tickets*** to Florida Cup 2018 - Corinthians vs. PSV Eindhoven (valid for up to 3 guests!) Purchase your seats at **www.floridacup.com/universalnight** and use the Promo Code: **UNIVERSALNIGHT**.

**Wed Jan 10 / 7:00pm / Orlando City Stadium**

**Note:** *Additionally, Team Members can use this Promo Code to receive a 50% discount on other select matches.*

## UO Sports League Champs Crowned

### Kickball

Congratulations to **OP Fury** for winning the Fall 2017 Universal Orlando Kickball League Championship led by captains **Shawn Main** and **Darius Alexis**, as well as our runner-up team, Team Fallon Stars, led by captains William Beyer and Ryan Cardenas.

### Soccer

Congratulations to **Hot Mess Express** for winning the Fall 2017 Universal Orlando Soccer League Championship led by captains **Kayla Murray** and **Aimee Wiese**, as well as our runner-up team, AOFC, led by captains Kirk Pfeiffer and Nick Evans.

### Flag Football

Congratulations to **Wolf Pack**, led by captains **Alex Nero** and **Rodney Brown**, for winning the 2017 Universal Orlando Flag Football League Championship well as our runner-up team, Parked in the Endzone led by captains Chad Valle and Patrick Montavon.

*Team Member Services thanks all the teams who participated in our leagues, - hope to see you next year!*
*Visit **UOTeam.com/sportsleagues** for more information about UO's Sports Leagues.*

## QUICK CUTS

### Share Your Celebrations

- Congratulations to **Victoria Smith** from Entertainment and Carey Ebanks - the couple wed on November 25.
- Congratulations to **Matt Haszto** from Technical Services and Amanda Hise - the couple wed on December 2.
- Congratulations to **Brittany Sheldon** from Merchandise and **Bryan O'Gorman** from Food & Beverage - the couple wed on December 16.
- Congratulations to **Andrew Lopez** from Park Services and Andrea Casanova - the couple wed on December 15.
- Congratulations to **Robert Burris** from Technical Services and Nicole Burris - the couple celebrates their 10th wedding anniversary on Janurary 5.
- Congratulations to **Jessica Soto** from Marketing & Sales and Angel Soto - the couple celebrates their 10 wedding anniversary on January 11.
- Congratulations to **Jose Vazquez** from Markerting & Sales and **Nadine Marquez** - the couple celebrates their 20th wedding anniversary on Janurary 24.
- Congratulations to **Lindsay Beaver** from Attractions Operations and **Sal Taglireno** from Technical Services on their recent engagement.
- Congratulations to **Ilsen Fontes** from Park Services and **Xavier Colon** from Entrance Operations on their recent engagement.

Are you celebrating a recent wedding anniversary, marriage, birth or adoption? Tell us about it and we'll feature it in an upcoming issue of *UO News*! Simply visit: **UOTeam.com/celebrations** and fill out the easy-to-use form with your information.

## Reminder: Celebrate Your Birthday with a FREE Meal!

UO Team Members are invited to participating Team Member Grills during the month of their birthday to enjoy a meal courtesy of UO (up to $5 in value).

Just show your ID at the register and explain that you're claiming a birthday meal!

# Team Member Milestones

Congratulations to all Team Members Who Are Celebrating Their Anniversary with the Company in December!

## 40 YEARS

**Parks Technology**
Stephen Eisinger

## 25 YEARS

**Entertainment**
Martha Drnach

**Food & Beverage**
Sandra Baker
Barry Dewitt

**Merchandise**
Luiz Orazi

**Technical Services**
Jose Toledo

## 20 YEARS

**Entrance Operations**
Eileen Dungan
Rosa Marrero

**Marketing & Sales**
Anne Casadona

**Park Services**
Ralph Mason

**Revenue Operations**
Victoria Eichner

**Technical Services**
Archibald Bayley
Brian Beske
Jason Schnell
Christopher Vogler

**Wardrobe**
Rachelle Altenor

## 15 YEARS

**Attractions Operations**
Gregory Prepetit

**Entertainment**
Alexander Carducci
Russell Fowler

**Event Operations**
Lamar Waterman

**Finance**
Joyce Teodosio

**Food & Beverage**
Bernie Bickley Jr.
Hak Bickley
Azat Masoud
Steven Pasquinelli
Robert Quinn
Ruben Torres

**Marketing & Sales**
Sarah Miller

**Park Services**
Peter Ramdass

**Security**
Jose Fabricante Jr.

## 10 YEARS

**Entertainment**
Kyle Bourgeois
Ashley Buckley
Carlo Dandridge
Mark Schmude

**Entrance Operations**
Robinne Okrasinski

**Food & Beverage**
John Llewellyn
Jordan Matthews
John Moore
Opal Richards
Timothy Stalworth
Cynthia Wratchford

**Human Resources**
Justin Risch

**Merchandise**
Cassandra Bumstead
Caryn Mizenko
Ricardo Ueta
Mariolga Velazquez-Cruz

**Park Services**
Delmy Munguia

**Technical Services**
James Spears
John Ingram II

**Universal Creative**
Patrick Boyle

## 5 YEARS

**Attractions Operations**
Carlos Alicea
Robert Demick
Brandy Johnson
Javier Melendez Torres
Darrell Only Jr

**CityWalk Guest Services**
Kenneth Wrobleski

**Entertainment**
Christopher Eastwood
Joann Hanrahan
Jeremy Jacobitz
Kanimia Jodejuan
James Poteet II

**Entrance Operations**
Nicole Bermudez De Jesus
Franceskah-Cindy Felucien

**Finance**
Sandra Porta
Steven Whitmire

**Food & Beverage**
Hicham Abousaouira
Luz Arjona
Michael Bowman
Patricia Brewer
Ryan Burch
Robert Centeno Rosario
Jennika Clarke
Ronnie Collado
Winfred Conkle
Ruben Cruz Torres
Michael Forde
Rosemarie Heron
Roderick Hipolito
Kenneth Horton III
Mason Howard
Gerald Kepner
Tony Kim
Geneva Lidlow
Cristina Nieves
Sheila Polynice
Giovanni Rivera
Megan Sinaswee
Gabriel Tejeda
Raudel Vargas
Paige Wallace
Nisrine Zahi
Carlos Zamora

**Health Services**
Thomas Algeri

**Human Resources**
Kris Buse
Kara Sylvia

**Legal**
Monika Lynch

**Marketing & Sales**
Alexis Archibald
Noemi Arroyo
Cathy Chesnut
Kyle Daily
Jessica Johnson
Leslie Johnson
Carolyn Keck
Nicholas Laber
Elizabeth Lovera
Daniel McLear

**Merchandise**
Bradley Arroyo
Linda Blackburn
Shoshana Orelove
Natalie Pfingst

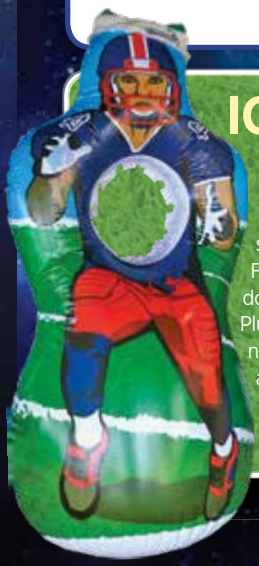
**Park Services**
Joseph Salamone

**Parks Technology**
David Lison

**Technical Services**
Thomas Holder
Thomas Hench
Craigery Hoyt
David Little
Amegnizin Mawoussi Jr.
Eric Stolpa

**Universal Creative**
Sarah Eaton
Donald MacLean

**Wardrobe**
Mary Failes



## IOAsis Football Frenzy

The IOAsis recently celebrated the football season in a big way with a "Football Frenzy." Team Members enjoyed grilled hot dogs on the lawn while playing fun games. Plus, prizes were awarded for guessing the number of pennies in the jar, football toss, and more. The IOAsis team would like to thank everyone who stopped by and enjoyed the event!

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Sr. Editor / Art Direction **Andy Warren**
Managing Editor **Debbi Compton**
Production and Layout **Doug McKee**
Associate Writer **McLean Alley** **Kyle Fairhurst**

**Questions? Comments? Story Ideas?** Give us your feedback! E-mail **communications@universalorlando.com**
1000 Universal Studios Plaza • Orlando, FL 32819 | Phone: **407-224-5078** • **www.UOTeam.com**



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